

## **OCCUPATIONAL GROUP: Instruction and Training**

### **CLASS FAMILY: Instruction and Training**

#### **CLASS FAMILY DESCRIPTION:**

**This family of positions includes those whose purpose is to direct, plan, coordinate and evaluate education and training programs and activities. This includes professional, vocational and trades skills to employees of State agencies or to residents of the state.**

---

#### **CLASS TITLE: Instruction and Training Technician**

##### **DISTINGUISHING CHARACTERISTICS:**

These positions, under close supervision, provide administrative and program support. They schedule training, make advisements pertaining to training availability and keep training records. These positions do not have supervisory responsibilities, but may be required to stay within an assigned budget. Perform related work as required.

##### **EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Notifies, schedules, coordinates and verifies employee training and licensing.
- Maintains spread sheets and databases to track all employees' licenses and training records; files certificates and licenses in employees personnel files.
- Facilitates mandatory human resources briefing/trainings (i.e. Personally Identifiable Information, Reasonable Suspicion, Safe Driving) with employees.
- Acts as proctor for technicians taking college placement exams and online college classes.
- Coordinates drug and alcohol testing or other testing; maintains records; reports changes to the Statewide Drug and Alcohol Coordinator.

##### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of agency programs and requirements.
- Knowledge of technical writing; memo and letter formats, email etiquette.
- Ability to use a computer and computer software.
- Ability to establish and maintain effective working relationships with others.
- Ability to communicate well with others, both in writing and orally.

##### **MINIMUM QUALIFICATIONS:**

**Education:** High school diploma or the equivalent.

**Experience:** 1 to 3 years of full-time or equivalent part-time paid clerical experience.

**Education & Experience Substitution:** None

**Certificates, Licenses, Registrations:** A valid driver's license may be required.

---

## **CLASS TITLE: Instruction and Training Support Specialist**

### **DISTINGUISHING CHARACTERISTICS:**

These positions, at full performance level, provide vocational instruction to employees on agency specific software or equipment. Instruction may be in a classroom, training center, or field instruction. They do not have supervisory or budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Analyzes, composes, formulates and audits user law enforcement agencies that access the state computer database.
- Assembles policy, writes and develops training and testing booklets/materials.
- Educates personnel in the proper use and access/storage of sensitive information stored in state and national databases; conducts seminars and distributes material to user agencies.
- Conducts training on equipment; classroom instruction on design, safety, and preventive maintenance; control familiarization and instruction on practical exercises.
- Oversees trainees to ensure they are operating the equipment in compliance with all safety and operating procedures.
- Monitors the operation and maintenance of the equipment in use during training.
- Directs the preparation and maintenance of the training pad; ensure field exercises are organized, clearly marked and executed in accordance with International Union of Operating Engineers specification; procure all materials used in the preparation and maintenance of the pad; ensure compliance with EPA regulations with proper drainage, barriers, seed and mulch as required.
- Instructs a state-wide Commercial Driver's License training program; trains employees for written and driving examination; provide additional training as needed for special needs assistance or retesting.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the NCIC operating system.
- Knowledge of the CJIS Policy and Procedures.
- Knowledge of equipment safety and OSHA regulations, state/federal laws and licensing requirement associated with equipment operation.
- Knowledge to operate the WEAPON teletype system.
- Knowledge of agency policy and procedures associated with equipment operator training and maintenance procedures.
- Ability to communication both verbally and in writing.
- Ability to perform public speaking.
- Ability to evaluate trainee skill level.
- Ability to communicate essential tasks to trainees.
- Ability to deduce appropriate teaching approach.
- Ability to assemble materials needed to conduct training (i.e. Training Manuals, DVD'S, PowerPoint Presentations, etc.)

- Ability to train new or certified operators.

**MINIMUM QUALIFICATIONS:**

**Education:** High school diploma or the equivalent.

**Experience:** 2 to 4 years of full-time or equivalent part-time paid experience in instruction and training.

**Education & Experience Substitution:** None

**Certificates, Licenses, Registrations:** A valid driver's license may be required. An Instructor Certification Certificate may be required.

---

**CLASS TITLE: Instruction and Training Coordinator****DISTINGUISHING CHARACTERISTICS:**

These positions, under general supervision, oversee the daily operations of a vocational training program. They serve as a working supervisor who also instructs, as well as develops new training classes. These positions do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, assigns, and coordinates the work of subordinates; trains employees in work methods.
- Provides instruction in both the classroom and in the field; coordinates multiple training classes with various instructors.
- Ensures that equipment, supplies, and materials are available to complete work.
- Performs field visit inspections and spot-checks records to document activities and evaluate the performance of the unit. sick leave, and recommends hiring, disciplinary actions and other employee activity.
- Interprets and applies departmental policies and regulations for employees and others in state government.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of office methods and procedures; investigative procedures and techniques or technical specialty practice and methods.
- Knowledge of departmental plans or procedures.
- Knowledge of heavy equipment.
- Ability to plan, assign, and coordinate the work of employees engaged in duties of a technical nature or field inspection work.
- Ability to apply and instruct others in the application of governing laws, rules, and regulations.
- Ability to make composite detailed reports based on individual reports of subordinates.
- Ability to communicate effectively in oral and written form.

**MINIMUM QUALIFICATIONS:**

**Education:** Associate's degree from a regionally accredited college or university.

**Experience:** 2 to 4 years of full-time or equivalent part-time paid experience in the area of assignment.

**Education & Experience Substitution:** Additional qualifying experience may substitute for the required education.

**Certificates, Licenses, Registrations:** A valid driver's license may be required. A Commercial Driver's License Class A may be required.

---

**CLASS TITLE: Instruction and Training Specialist 1****DISTINGUISHING CHARACTERISTICS:**

These positions design, deliver, and evaluate complex training. They prepare training plans, course curriculum, lesson plans, training scripts, student handouts, course material and a wide variety of audio visual materials. These positions may serve as a lead worker, but typically have no budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Reviews needs assessments to determine training needs; develops assessment mechanism; gathers and consolidates assessment data; develops summaries of training needs and provides comments and recommendations.
- Plans and coordinates or conducts training activities and programs.
- Reviews and recommends or compiles and composes materials used in training activities and programs.
- Participates in the planning and delivery of training and staff development provided via teleconferences and video productions.
- Previews and evaluates training materials, and makes recommendations regarding value to agency.
- Obtains facilities and equipment necessary for conducting training sessions.
- Conducts training sessions in areas of expertise; develops course outlines and lesson plans.
- Maintains necessary training documentation records.
- Prepares training reports and evaluations.
- May work with individual with disabilities to train on adaptive aids or equipment.
- May serve as lead worker.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the purpose and general operation of agency programs and the flow of work within the organization.
- Knowledge of training course design and adult education methods and procedures.

- Knowledge of group processes, communication techniques and public speaking.
- Knowledge of evaluation systems and needs assessment techniques.
- Knowledge of available training and staff development resources.
- Knowledge of audio-visual equipment and other current technologies applicable to training and staff development.
- Ability to supervise and direct staff.
- Ability to provide training on a variety of subjects, utilizing various training techniques.
- Ability to operate and maintain training equipment.
- Ability to communicate effectively both orally and in writing.
- Ability to operate and maintain training equipment.
- May require skill in the use of self-defense techniques and in handling weapons.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** 2 to 4 years of full-time or equivalent part-time paid experience in teaching, training, or staff development.

**Education & Experience Substitution:** Master's degree from a regionally accredited college or university in area of assignment may substitute for one year of experience.

**Special Substitution for Corrections:** Successfully completed study in criminal justice, corrections, behavioral sciences, or related field from an accredited college or university may be substituted for the required experience on a year-for-year basis.

**Certificates, Licenses, Registrations:** A valid driver's license may be required. A State of West Virginia Department of Education Teaching Certification in area of assignment may be required.

#### **CLASS TITLE: Instruction and Training Specialist 2**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions, under limited supervision, are responsible for managing, coordinating and monitoring an educational or training program in a highly specialized field. They typically do not have supervisory responsibilities, although they may provide work direction, review employee output, train new employees and work on professional/personal development. These positions identify issues, have latitude for judgment and select solutions. These positions have budgetary input and are responsible for staying within an assigned budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Researches and collects information and materials to be used in conducting and/or facilitating training, meetings or seminars to include lesson plans, training guides, participant manuals, videos, slides and other materials.

- Oversees the development and delivery of training and exercises to Regional Response Teams and state and local agencies related to the assigned area; assists in the development and delivery of required training and exercises.
- Determines cost effective training strategies.  
Maintains updated training and exercise records as required..
- Determines employee/agency training and development needs through surveys, interviews, or other sources; consults with agency managers on the identification of training needs and the development of courses of instruction to meet such needs; reviews and analyzes special requests for training courses and professional development.
- Schedules and coordinates training classes, workshops, seminars, conferences or meetings; coordinates the training of personnel.
- Determines cost effective training strategies.
- Maintains updated training and exercise records as required.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the principles of employee training and adult education.
- Knowledge of curriculum assessment and development.
- Knowledge of the principles, practices, and techniques of employee training including methodology of determining and developing training needs and goals, alternative training methods, curriculum outlines and materials, training and teaching resources, and assessment of results.
- Knowledge of budget development.
- Ability to conduct needs assessments in the evaluation of training and organization development needs.
- Ability to develop and/or secure training and teaching resources.
- Ability to use video, audio and other types of equipment to present classroom training.
- Ability to communicate effectively both orally and in writing.
- May require ability to prepare, present and coordinate complex training exercises related to homeland security and emergency responders and state and local agencies in the areas of assignment.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** 3 to 5 years of full-time or equivalent part-time paid experience in adult training or classroom teaching that includes managing a personnel training budget.

**Education & Experience Substitution:** Master's degree from a regionally accredited college or university in area of assignment may substitute for one year of experience.

**Certificates, Licenses, Registrations:** A valid driver's license may be required. A State of West Virginia Department of Education Teaching Certification in area of assignment may be required.

---

**CLASS TITLE: Instruction and Training Program Supervisor****DISTINGUISHING CHARACTERISTICS:**

These positions oversee a vocational training program in an agency. They supervise a small unit of professional and clerical staff and have the responsibility to stay within a budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Supervises the daily work of professional and clerical staff; allocate work assignments, review work; prepare and deliver EPAs.
- Oversees training assessment, development and delivery; contacts department heads, supervisors and training coordinators, requesting training needs; recommends topics for training; develops trainings classes, presentations, handouts; design and develop an on-line training program.
- Administers budget for training needs; contact department heads and training representatives of each department to request training needs for the upcoming fiscal year along with estimated costs; compiles budget request report to submit for review and approval; allocate approved budget; apply to Federal Government for budget allocation; maintain records of budgets of each unit, expenditures, and balances; provide final accounting to Federal and State officials as to expenditures of budget.
- Processes educational reimbursement request; maintain working knowledge of the Employee Educational Reimbursement policy; accept, review and approve EER application requests each semester based on policy and availability of funds allocated in budget; process applications and employee agreements for signature approval; maintain recordkeeping to assure appropriate use of Federal Funds.
- Coordinates, recommends and processes Certification process; develop and maintain a database of certifications; coordinates the registration for certification classes; processes certificates, letters, and ID cards of those successfully passing the qualifications; annually notifies expiring certified inspectors and technicians, both State employees and private contractors, and renews certification ID cards, after review and approval of required information.
- May direct and coordinate process and guidelines of academic programs through a Community College as established through an annual contract; review and approve development of online courses to be offered; approve registrations; participate in regular meetings with officials and instructors to review curriculum and classes.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the principles of employee training and adult education.
- Knowledge of curriculum assessment and development.
- Knowledge of the principles, practices, and techniques of employee training including methodology of determining and developing training needs and goals, alternative training

methods, curriculum outlines and materials, training and teaching resources, and assessment of results.

- Knowledge or budget development.
- Ability to conduct needs assessments in the evaluation of training and organization development needs.
- Ability to develop and/or secure training and teaching resources.
- Ability to use video, audio and other types of equipment to present classroom training.
- Ability to supervise and direct the work of others.
- Ability to communicate effectively both orally and in writing.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** 4 to 6 years of full-time or equivalent part-time paid experience in instruction and training, which 1 year must have been in a supervisory capacity.

**Education & Experience Substitution:** Master's degree from a regionally accredited college or university in area of assignment may substitute for one year of the non-supervisory experience.

**Certificates, Licenses, Registrations:** A valid driver's license may be required.

---

#### **CLASS TITLE: Instruction and Training Program Manager**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions, under limited supervision, are responsible for one or more agency programs, including the management, coordination and monitoring of an educational or training program within an agency's training unit. They supervise other employees, but do not typically have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Supervises the work of training staff; allocate work assignments, review work; approves work schedule and annual leave; employee discipline; prepare and deliver EPAs.
- Interprets federal and state laws, regulations, and guidelines for staff.
- Manages schedules for training; work with all parties with a vested interest in the schedule to make decisions and finalize schedules for regional and statewide training; respond to training needs identified by the regions by coordinating training to address corrective action plans and program improvement plans.
- Maintains files records and track training hours and qualifications
- Oversees curriculum development and planning for orientation and new hire training, including creating and participating in workgroups for curriculum development and taking the lead when requested or assigned and overseeing the development and implementation of Integrated Training.
- Oversees the maintenance of current training; ensures that training modules are kept current with policy and systems information, that updates to curriculum are made as

policy and systems changes are made prior to implementation; that changes to curriculum are approved by Policy and/or Systems representatives; and that curriculum folders are kept current and well-organized.

- Writes, edits, or contributes to policy and procedure manuals.
- Evaluates program or technical area effectiveness.
- Consults with other program or technical area staff, supervisors, or managers concerning projects and priorities.
- Develops research, information, or training programs.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the theories, principles, and techniques used in training and adult learning.
- Knowledge of federal and state statutes, regulations, and program standards used in the assigned agency.
- Knowledge of the objectives and goals of the agency and the ability to implement those plans.
- Knowledge of the objectives and goals for Staff Development and
- Training within the agency, the procedures, policies and guidelines in relation of the department and other entities.
- Ability to speak publicly.
- Ability to plan and organize work and training projects.
- Ability to direct and supervise the work of others.
- Ability to present ideas effectively, both orally and in writing.
- Ability to analyze facts and apply them to the management of the training program areas.
- Ability to work effectively with coworkers, community resource agencies, and federal and state agencies.
- Ability to analyze situations, problems, and information and develop appropriate responses and resolutions.
- Ability to communicate well, both orally and in writing.
- Ability to assign, direct, and review the work of others.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** 5 to 7 years of full-time or equivalent part-time paid experience in instruction and training, which 2 years must have been in a supervisory capacity.

**Education & Experience Substitution:** Master's degree from a regionally accredited college or university in area of assignment may substitute for one year of the non-supervisory experience.

**Certificates, Licenses, Registrations:** A valid driver's license may be required.

---

#### **CLASS TITLE: Instruction and Training Program Manager Senior**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions manage the coordination and evaluation of education/training programs within a training unit of an agency. They have full responsibility for a program or multiple programs.

These positions have supervisory responsibilities over other program managers, supervisors, specialists and other staff. They may develop or have significant input into setting budgets. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Designs, manages, and oversees all aspects of a comprehensive state-wide professional development program to include logistics, personnel (contractual), curriculum, registration, and marketing.
- Provides oversight for fiscal operations, purchasing, contractual agreements, personnel, office technology and equipment, program evaluation, and cost analyses.
- Works with contractual personnel and staff to create professional development materials for training and conferences.
- Completes research in the field of education by reading, researching and attending professional conferences to recruit and utilize the most effective materials and facilitators in the areas of mentoring and teaching.
- Reviews Federal regulations to ensure compliance with any new, changing, and existing laws and regulations; research, analyze, develop, write, and revise policy and procedures to comply with Federal regulations.
- Provides technical consultation, policy interpretation, and answers questions to clarify policy matters for field staff, programmers, and other Department programs.
- Reviews training materials to ensure its content complies with agency policy and Federal and State laws and regulations.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of federal and state statutes pertaining to the agency.
- Knowledge of policies and procedures of the assigned agency.
- Knowledge of the principles of supervision and management
- Ability to organize, plan, and coordinate work and projects
- Ability to research, interpret, and analyze complex laws and regulations
- Ability to develop and write clear and concise policies and procedures
- Ability to supervise other staff
- Ability to communicate verbally and in writing.
- Ability to use various computer programs proficiently

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** 6 to 8 years of full-time or equivalent part-time paid experience in instruction and training, which 2 years must have been in a supervisory capacity.

**Education & Experience Substitution:** Master's degree from a regionally accredited college or university in area of assignment may substitute for one year of the non-supervisory experience.

**Certificates, Licenses, Registrations:** A valid driver's license may be required.

---

**CLASS TITLE: Instruction and Training Program Director****DISTINGUISHING CHARACTERISTICS:**

These positions direct the educational/training programs for an agency. They have full responsibility for a large educational/training program or multiple programs. These positions have supervisory responsibilities over supervisors, specialists and other staff. They generally have oversight of a budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, develops, implements and evaluates the policies and procedures and activities of assigned division to establish and maintain the required efficiency of the program objectives.
- Directly supervises managers and supervisors of assigned functions in order to ensure compliance; directs and develops staff through recruitment, evaluation, and discipline.
- Interprets statutes, regulation, and policies to agency employees; researches issues using statutes, rules and regulations; provides technical assistance in area of assignment to agency employees.
- Maintains and prepares a budget; analyze complex statistical and financial data to determine the appropriate and most effective use of all resources in the fulfillment of mission.
- Communicates agency policies and procedures to government officials, employees and the public.
- Resolves controversial issues and makes recommendations.
- Prepares, directs, and/or presents program information at seminars and public meetings.
- Coordinates plans and programs among various sections with officials of other divisions, offices and activities of local, state, interstate, and federal government entities.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of applicable federal and state laws, rules and regulations in the area of assignment.
- Knowledge of the function, organization and regulations of the area of assignment.
- Knowledge of the principles of administrative management and program planning.
- Knowledge of terminology and standards related to the area of assignment.
- Ability to develop rules, regulations, policies, and procedures for application to area of assignment.
- Ability to analyze program needs and develop staffing patterns and budget recommendations.
- Ability to evaluate program performance.
- Ability to supervise others and assign and direct the work of others.
- Ability to communicate with a wide variety of people, both orally and in writing.

- Ability to establish and maintain effective working relationships with others.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** 7 to 9 years of full-time or equivalent part-time paid experience in instruction and training, which 2 years must have been in a supervisory capacity.

**Education & Experience Substitution:** Master's degree from a regionally accredited college or university in area of assignment may substitute for one year of the non-supervisory experience.

**Certificates, Licenses, Registrations:** A valid driver's license may be required.

DRAFT